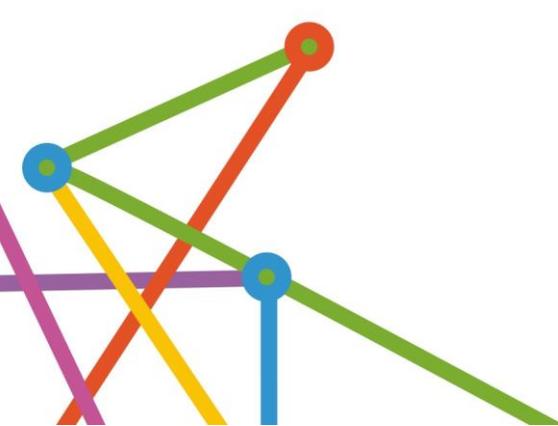


PHN Activity Work Plan

**Summary View
2020/2021 – 2023/24**

**Community Health and Hospital Program
Perth South PHN**

**Presented to the Australian Government Department
of Health**



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CHHP 3000 - Choices Expansion

Activity Title

Choices Expansion

Activity Number

3000

Existing, Modified or New Activity

Modified

Program Key Priority Area

Mental Health

Aim of Activity

To improve the health and wellbeing of vulnerable and disadvantaged people who have frequent contact with both hospital emergency departments and magistrate's courts (where practicable) by linking these individuals, who would previously be discharged to their own recognisance, with place-based community service providers. A key aspect of the service is the utilisation of peer workers and connecting service users to general practice.

This activity will link to three areas:

- supporting community service providers to coordinate and better integrate recovery orientated clinical care and physical health care services across a range of sectors and agencies as part of a stepped care approach.
- negotiating pathways with state-based services for individuals who have had a recent suicide attempt and can be appropriately managed in primary care.
- joint regional planning to promote integration.

The Perth South PHN will aim to:

- support general practitioners and their patients with severe mental illness who can most appropriately be managed in primary care settings (i.e., individuals who do not require more specialised and intensive service delivery within the state and territory managed specialised mental health system.
- plan for the provision and support of services for people across the lifespan, including children and youth.
- promote referral pathways for the physical health needs of people with severe mental illness particularly via general practitioners.
- establish linkages between clinical services and psychosocial supports.
- develop clear assessment and referral pathways with state-based mental health services, particularly following a recent suicide attempt.
- facilitate a seamless continuum of care through cross-sectoral and agency service integration.

The project expands on PHN Program activity MH 3010 - Psychological therapies for under-served and/or hard to reach groups, MH 6010 - Integrated Aboriginal mental health and suicide prevention services and DATS 1000 - Community Treatment and Support Services

and incorporates elements from Priority Area 4: Mental health services for people with severe and complex mental illness including care packages.

The Choices mental health program is for people with moderate and, in some cases, severe mental illness and is targeted at those who lack the resources (material and non-material) to manage “acute” personal difficulties and, as a result, enter the healthcare system as “crisis” or “social care” presentations, characterised by:

- insufficient informal personal supports to manage crises
- mild, moderate and, in some cases, severe mental illness
- significant associated functional impairment (days out of role)
- alcohol and other drugs comorbidity/intoxication
- being unable to equitably access Medicare Benefit Schedule treatments due to a constellation of overlapping factors, including
 - job insecurity
 - material disadvantage
 - social isolation
 - poor health literacy
 - other social, economic, cultural, and personal reasons
- poorly developed self-regulation and problem-solving skills.

Description of Activity

The Choices service was designed around individuals with poor personal and social supports who were “frequent attenders” at Royal Perth Hospital emergency department or the Perth Magistrates court. Data in support of the original program showed that these were not separate groups but, in fact, substantially the same people. Many individuals had been episodically cycling through the social welfare, justice, and healthcare systems in this way over many years. Emergency department presentations were often for acute stress reactions in the context of a situational crises, whilst court attendance was mostly for minor public order offending or petty theft whilst intoxicated. As a group they are characterised by impulsivity, poor emotional regulation, and problem-solving skills against a background of socioeconomic disadvantage, poor personal and social supports.

The service is designed to in-reach into the emergency department or court to assist these high frequency users, as well as others judged to be at-risk to get off the “crisis cycle” by providing a peer worker and case worker to assist them to connect with a wide range of community supports. These supports are time limited and not designed to meet any ongoing health and welfare needs.

A unique aspect of the service is the use of peer workers to engage with people in settings that are often confronting. Peers will provide brief interventions and immediate support for people. As a client in the Choices program the team can assist clients with providing personalised support including, engaging with mental health and alcohol and other drug services as well as other supports such as accommodation and financial services, utilising

a range of strategies such as low intensity psychological interventions, stress management, shared problem solving, goal setting and motivational interviewing.

Additional to the current service offering under Choices is the addition of a single (metropolitan wide) mobile specialist team which can increase the service capability to manage complex post-traumatic stress disorder, as a small but significant number of individuals meeting these criteria were identified in the Choices referrals with no obvious on-referral pathway.

A single mobile team will work across Perth South and North to:

- provide immediate support to people referred to Choices or are clients of Choices who present symptoms of complex post-traumatic stress disorder and require comprehensive specialist assessment, care planning and specialist treatment.
- manage the on-referral of individuals into suitable treatment services.
- provide upskilling and support to Choices team including peer workers to identify symptoms of complex trauma post-traumatic stress disorder in addition to skills in managing own self- care.

Central to the provision of Choices provides short-term treatment and support that is coordinated and integrated, and able to meet individual needs.

The PHN will continue to monitor and assess the impact of COVID-19 on access to the primary health care services commissioned within this activity. Where required, the commissioned services may be modified, and additional services commissioned to help the PHN to continue to meet the aims of the activity and the needs of the priority target groups

WAPHA Needs Assessment Priorities

| Priorities | Page reference |
|--|----------------|
| PSGP1.9 Reduce non-urgent Emergency Department attendances and improve access to alternative services. | 91 |
| PSGP1.10 Promote integration and coordination care pathways for clients with comorbid chronic conditions and Mental Health and alcohol and other drug. | 92 |
| PSMH2.1 Engage with Primary Health Care providers, Local Hospital Networks, and other health service providers to improve transitions of care, care coordination and service linkages. | 96 |

Coverage

The Perth South PHN areas of Swan, Armadale, Mandurah.

Activity Duration

Activity Start Date 1 February 2020

Activity End Date 30 June 2023

Activity Planned Expenditure

| Funding Stream | FY 20 21 | FY 21 22 | FY 22 23 | FY 23 24 | Total |
|---|--------------|----------------|----------------|----------|----------------|
| CHHP- Expansion of Choices Service | \$684,000.00 | \$1,048,800.00 | \$1,249,896.00 | \$0.00 | \$2,982,696.00 |
| Total | \$684,000.00 | \$1,048,800.00 | \$1,249,896.00 | \$0.00 | \$2,982,696.00 |

CHHP 4000 - Multi Care for Chronic Heart Failure

Activity Title

Multi Care for Chronic Heart Failure

Activity Number

4000

Existing, Modified or New Activity

New Activity

Program Key Priority Area

Population Health

Aim of Activity

To develop and implement models of multidisciplinary care for chronic heart failure patients across two locations (one metropolitan, one country) informed by the WA Primary Health Alliance need assessment.

This activity will support general practice in leading and coordinating the provision of multidisciplinary care, with appropriate specialist support, consistent with recommendations from the National Heart Foundation of Australia.

Description of Activity

- Develop resources and support general practice in identifying and referring patients to services; coordinating multidisciplinary teams; collaborating with pharmacists; and developing the role of practice nurses in chronic heart failure care management.
 - Establish Project Governance with representation from WAPHA, general practice, community pharmacy, acute care providers, the Heart Foundation of Australia, and people with lived experience (patients and carers).
 - Select two locations to trial multidisciplinary care for chronic heart failure, reflecting Needs Assessment priorities of the local service area and service capacity: providing appropriate telehealth/tele-monitoring support and linkages to specialist acute services for country chronic heart failure patients.
 - Develop an implementation plan for the selected trial sites, and evaluation framework – consistent with the Quadruple Aim – to inform the development of recommendations.
 - Assess the capacity of the primary care workforce to manage chronic heart failure through primary care-led multidisciplinary care and make recommendations for developing the primary care workforce as appropriate.
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WAPHA Needs Assessment Priorities

| Priorities | Page reference |
|---|----------------|
| PSGP1.3 Increase access to allied health services and chronic disease management programs provided by allied health practitioners. | 88 |
| PSGP1.12 Increase access to best-practice management for people with chronic heart failure. | 93 |
| PSGP1.5 Reduce rates of PPHs by working with primary care providers to target specific areas where there are higher than state rates. | 89 |

Coverage

The whole Perth South PHN region.

Activity Duration

Activity Start Date 1 July 2022

Activity End Date 30 June 2025

Activity Planned Expenditure

| Funding Stream | FY 20 21 | FY 21 22 | FY 22 23 | FY 23 24 | Total |
|---|----------|----------|--------------|----------|--------------|
| CHHP - Multi Care for Chronic Heart Failure | \$0.00 | \$0.00 | \$729,600.00 | \$0.00 | \$729,600.00 |
| Total | \$0.00 | \$0.00 | \$729,600.00 | \$0.00 | \$729,600.00 |
